

October 22, 2012

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Dear XXXX

Thank you very much for your participation in the Labor Management Partnership Council's (LMPC) second meeting on October 17th. Your continued participation is critical for our success.

We are encouraged by the group's enthusiasm and comments throughout the meeting and especially during the "Brainstorming Session" when the topics of Customer Service and Employee Morale were discussed. **Our goal is to improve customer service and employee morale throughout the government, but the challenge is to define what these words mean and how they are implemented at the various departments and agencies.** We intend to continue with additional training sessions at future LMPC meetings and focus on other elements that will assist us in improving overall service delivery.

We also commend DC One Fund Co-chairs James Staton, Jr. and Toni White-Richardson on their outstanding presentation illustrating how labor and management came together to make this labor management joint-program a success. At future meetings, we intend to highlight other labor management programs that are successfully working together.

In the coming weeks, we will be seeking your ideas and input in the development of the LMPC strategic plan. This plan will present a blue-print of the stated vision and goals of the LMPC and the steps needed to implement the vision and goals for its success. For this reason, the prompt return of the questionnaire that was given to you at the meeting (and subsequently sent electronically) is so important, in addition to your follow-up input regarding the strategic plan. We believe that if the strategic plan is to succeed, it has to be a compilation of your ideas and suggestions.

Again, we thank you for your participation and look forward to the next LMPC meeting that is scheduled for Thursday, December 13th from 1 to 3 pm.

Sincerely,

Vincent C. Gray

Management Co-Chair

Mayor – District of Columbia

Geo T. Johnson

Labor Co-Chair

Executive Director - AFSCME (District Council 20)